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CONTACT-CONCERN

REGULATORY AUTH.
of Northeast Tennessee, Inc.

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OFFICE OF THE
EXECUTIVE SECRETARY

February 26, 2002

Mr. David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

RE: Docket No. 02-00127

Dear Mr. Waddell:

We received your letter and request for the supporting documentation from the other United Ways on Monday, February 25, 2002. The supporting documentation from the United Way organizations of Bristol, Tennessee, and Hawkins County and Mountain City-Johnson County, Tennessee are enclosed.

Thank you for the information on the Skyline Telephone Cooperative and Scott County Cooperative. We will be contacting them this week about use of the N11 code, 211.

We look forward to hearing from you soon.

Sincerely,

Nada J. Weekley
Executive Director

Cc: James M. Carson, President
D. Lynn Sorrell, 211 Task Team Leader



A United Way Agency

P.O. Box 3336 • Kingsport, TN 37664 • Phone 423•246•2273 • Fax 423•247•7761



United Way
of Bristol

315 Eighth Street
Post Office Box 696
Bristol, Tennessee 37621-0696
Phone: (423) 968-4912
FAX: (423) 968-7613

February 13, 2002

Contact Concern
Nada Weekly
P.O. Box 3336
Kingsport, TN 37664

Dear Nada:

On behalf of the Board of Directors of the United Way of Bristol, thank you for sharing information with me regarding Contact Concern's efforts to organize and implement the 211 system for Sullivan County.

I understand that every year 911 receives thousands of calls that are not true emergencies. People in our community who need help, but not the kind of help provided by the 911-service place these calls. These people would better be helped by a central information and referral service such as 211.

I discussed this with my Executive Committee and Board of Directors in January and they unanimously agreed to support Contact Concerns efforts to implement this service in our community.

Thank you again and please keep me posted as this new and exciting process evolves. If you have any questions please call me at 423-968-4912.

Sincerely,

Lisa Cofer
Executive Director

lb



United Way
of Hawkins County

403 East Main Street
Rogersville, Tennessee 37857
Phone: 423/272-7379

EXECUTIVE DIRECTOR
Syble M. Testerman

JANUARY 19, 2002

NADA J. WEEKLEY
EXECUTIVE DIRECTOR
CONTACT-CONCERN OF NORTHEAST TENNESSEE
P. O. BOX 3336
KINGSPORT, TN 37664

DEAR NADA:

THIS LETTER IS IN RESPONSE TO YOUR LETTER OF DECEMBER 13, 2001, WHEREIN YOU ASKED FOR THE ENDORSEMENT OF THE UNITED WAY OF HAWKINS COUNTY FOR THE 211 SERVICE FOR HAWKINS COUNTY. THE UNITED WAY OF HAWKINS COUNTY BOARD OF DIRECTORS MET ON JANUARY 16, 2002, AND VOTED TO ENDORSE THE 211 SERVICE FOR HAWKINS COUNTY. THIS SERVICE SHOULD BE A VITAL LINK FOR THE CITIZENS OF HAWKINS COUNTY TO THE HEALTH AND HUMAN SERVICES AVAILABLE FOR THOSE WHO NEED THESE SERVICES.

THANK YOU FOR INCLUDING HAWKINS COUNTY AS YOU DEVELOP THE 211 SERVICES FOR THIS REGION. WE WILL WORK WITH CONTACT-CONCERN AS THIS SYSTEM IS BEING PUT INTO PLACE.

WITH SINCERE APPRECIATION,

Charlsie Boragine

CHARLSIE BORAGINE
PRESIDENT
UNITED WAY OF HAWKINS COUNTY

Fax 423-444-7613
423-347-7761



STATE OF TENNESSEE
DEPARTMENT OF CORRECTION
NORTHEAST CORRECTIONAL COMPLEX
P.O. BOX 5000
MOUNTAIN CITY, TENNESSEE 37683-5000
TELEPHONE (423) 727-7387 FAX (423) 727-5415

February 25, 2002

Contact Concern
Nada Weekly
PO Box 3336
Kingsport, TN 37664

Dear Nada:

On behalf of the Board of Directors of the United Way of Mountain City and Johnson County, thank you for sharing information with me regarding Contact Concern's efforts to organize and implement the 211 system for Johnson County.

I understand that every year 911 receives thousands of calls that are not true emergencies. People in our community who need help, but not the kind of help provided by the 911-service place these calls. These people would better be helped by a central information and referral service such as 211.

I discussed this with the Board of Directors in February's meeting and they unanimously agreed to support Contact Concern's efforts to implement this service in our community.

Thank you again and please keep me posted as this new and exciting process evolves. If you have any questions, please call me at 423-727-5328.

Sincerely,

A handwritten signature in cursive script that reads "Howard Carlton".

Howard Carlton, President

HC/mw

